FACILITIES MANAGEMENT STANDARD PRACTICE	
Title:	License Plate Recognition (LPR)
Number:	P0-20C-00006
Pillar(s):	Compliance, Efficiency/Financial Stewardship
Authority:	Associate Vice Chancellor for Facilities Management
History:	January 8, 2020
Owner:	Parking Operations
Web link:	https://www.wcu.edu/discover/campus-services-and-operations/parking-and-transportation/about/lpr.aspx

Purpose - *Why do we need this practice, policy, or process?*

To scan license plates and identify who has a valid permit to park on campus.

1. **Scope** - *What areas of the university, both internal and external, are affected by this document? Who will use this document and under what circumstances?*

1.1. Parking Operations.
1.2. WCU Faculty/ Staff.
1.3. WCU students.
1.4. Aramark, Buisness partners and Kneedler employees
1.5. WCU Visitors

2. **Definitions** - *What terms, details, and information will be useful and aid in this document?*

2.1. LPR is an enforcement system that allows an officer to drive through a parking lot and automatically scan tags with the LPR vehicles. The scanner will alert the officer if the vehicle is in violation to parking rules and regulations.
2.2. The scanner can be found on the roof of the parking operations vehicles.
    2.2.1 Ford F150, vehicle number 293
    2.2.2 Ford Explorer, vehicle number 289
2.3. Each LPR vehicle is equipped with a tablet that is kept in the parking operations office Camp 149. Each tablet has a sticker on the back to show which tablet belongs to which vehicle.
2.4. It scans the license plate and informs the officer if the plate is valid, and if there is a violation.

3. **Guidelines** - *What other internal and external policies, documents, standards, statutes, regulations, etc. will be useful and aid in this document?*

3.1. LPR is a system that can not only help parking enforcement but also aid law enforcement.

3.3. Each employee must have a user login and password created and approved by the parking operations supervisor to operate the system.

4. **Practice, Policy or Process** – *Define Practice, Policy or Process (Note: If a Process, detail process steps and include flow chart).*

4.1. Vehicle keys are in the key box located in the back office:
4.1.1 Ford explorer key in slot number 40.
4.1.2 Ford F150 key in slot number 38.
4.2. LPR tablets are in the office on the counter under the TV.
4.2.1 Each tablet is assigned to a specific vehicle.
4.2.2 Check monitors for damage and if damaged report to the parking operations supervisor.
4.2.3 Sign the tablet out by using the 'LPR Sign In/Out' sheet located beside the tablets. Fill in each column before leaving to enforce.

4.3. For the system to work the tablet must be hooked up to the LPR system inside the vehicle.
4.3.1 The stand is located near the passenger side with a silver clip on the top left corner.

4.3.2 Make sure clip is pushed up before inserting the monitor.

4.3.3 If clip is left down, the tablet will not fit in the slot. To unlock the clip, pull the silver spring-loaded clip on the back of the tablet holder.

4.3.4 Once the tablet is in place push the clip down to lock it in place.

4.4. Once the vehicle is turned on, push the tablet power button to turn on and then log in. The LPR system will not work unless the vehicle is turned on.

4.5. Once on the main screen click on the police vehicle symbol located on the bottom part of the screen.

4.6. Enter your login and password.

4.6.1 If you are unable to log in or need an updated password contact Chelsea Reavis.

4.7. LPR scanners must be close to the tags to scan the license plate correctly.

4.8. If scan comes back incorrectly you can manually enter in the license plate. Click on the license plate misread on the left side of the screen to correct the mistake.

4.9. The LPR system uses GPS which allows the system to automatically change the parking rules depending on the parking lot that you are in. Your parking lot location will appear at the top right corner of the screen. Prior to driving through the lot, ensure that your lot is correct on the screen.

4.9.1 You can choose a different lot by clicking the auto select button on the bottom of the screen. A list will appear showing all the lots on campus.

4.9.2 The top toolbar shows three emblems that lets you know if things are connected. The globe is location, scanner is the scanners outside of the vehicle, and Wi-Fi is if the internet is connected to the tablet. You will need a MiFi box from Chelsea to get the tablet hooked up to the internet.

4.9.3 The emblems will appear red once you are logged in. Wait about five minutes. for everything to hook up properly.

4.10. You can also choose which side you want to scan by clicking on the arrow icon.

4.10.1 The yellow arrow on the bottom of the screen.
4.10.2 Whichever direction the arrow is pointing is the direction that is being scanned.
4.11. If a vehicle tag is valid the system will give a small ping noise indicating the tag is valid.
4.11.1 If a violation comes up it will alarm the officer with a loud noise and the screen will light up with a color describing what the violation is.
4.11.2 Vehicle tag violations will appear on the right side of the screen. Giving you a description of why that vehicle has a violation.
4.12. All the vehicles that have been scanned will appear on the top of the screen, both valid and invalid.
4.12.1 A small box in the bottom left corner will show the officer how many vehicle tags have been scanned that day.
4.13. If the officer wants to revisit a previously scanned plate, they can scroll the tags at the top of the screen and select whichever vehicle they're interested in.
4.14. If a vehicle tag has been misread, you can click on the photo of the scanned plate and choose from a list what the tag should have read.
4.15. The accept and reject button is if a tag has been misread or has been read correctly. If read correctly click the accept button and tag will be approved. If rejected, click the button and a list will pop up showing what actions to take.
4.15.1 List will include misread, already processed, and scanned wrong tag.
4.16. Clicking on the scanned plate photo will show you a map, giving you an accurate reading as to where the plate was scanned.
4.17. When enforcement is over, return to the back office, click offload (near the bottom of the screen), once completed log out and shut down LPR monitor, place back in office and use the sign out sheet to write down what time enforcement ended and if any damage was done to the monitor, and place vehicle keys back in the correct slot.

5. **Documents/Forms** - *List any forms or documents used in this process.*

5.1 Chelsea Reavis, Parking Operations Supervisor
- 5.1.1 cbreavis@email.wcu.edu
- 5.1.2 (828)227-2685

5.2 Cole Mallonee, Parking Operations Manager
- 5.2.1 mcmallonee@email.wcu.edu
- 5.2.2 (828)227-7275

5.3 Fred Bauknecht, Parking Operations Director
- 5.3.1 fjbauknecht@email.wcu.edu
- 5.3.2 (828)227-3904

Log of Reviews – *Used to document whenever the FMSP is reviewed, regardless of whether the review resulted in a revision. (If the FMSP is revised, it should also be noted in the "History" section in the FMSP header.)*

Date Reviewed	Changes/Notes
01/08/20	Created